



41319-904887

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

**In the application of** : Mannion, Liam  
**Serial No.** : 10/650,227  
**Filed** : August 28, 2003  
**For** : Improved Load Balancing in a Network of  
Call Centers  
**Examiner** : Nguyen, My Xuan  
**Art Unit** : 2652  
**Customer number** : 23644

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on December 1, 2005.

Name of person signing Minnie Wilson

Signature Minnie Wilson

**RESPONSE TO OFFICE ACTION MAILED AUGUST 1, 2005**

Honorable Director of Patents and Trademarks

PO Box 1450

Alexandria, VA 22313-1450

Dear Sir,

In response to the Office Action mailed August 1, 2005, it is requested that the application be amended as follows: